

## Table Name EMS - Customer Satisfaction By Month

Description	ATCEMS conducts phone surveys of all patients or their family members for whom the department has a valid phone number. The survey is performed within 72 hours of department contact with the patient. This table contains data describing patient satisfaction with ATCEMS services in response to a question posed in the survey.
Row Label / Contents	Each row contains performance data for one calendar month.
Data Source(s)	Data is derived from results of phone surveys conducted every month by ATCEMS personnel.
Update Frequency	Monthly
Creation Date	02 February 2017
Created By	Lynn Cohee
Unique Identifier	fszi-c96k
URL	<a href="https://data.austintexas.gov/Public-Safety/EMS-Customer-Satisfaction-By-Month/fszi-c96k">https://data.austintexas.gov/Public-Safety/EMS-Customer-Satisfaction-By-Month/fszi-c96k</a>
Tags / Keywords	ems, atcems, customer satisfaction, survey results

The following metadata is available in the “About” tab of the table in the Open Data portal, and is not replicated in this document:

- Last date updated
- Category (“Public Safety”)
- Permissions (generally “Public”)
- Row count
- Permalink
- Short URL
- Department (“Emergency Medical Service”)

## Data Dictionary

Column Name	Format	Description	API Field Name
Month Key	Number	Year and month for record in <yyyymm> format (e.g. 201407). This format is useful for sorting records.	month_key
Month-Year	Date & Time	Month-year for report. This column contains the first day of the month. It is formatted to present only month and year in <mmm-yyyy> format.	month_start_date
Count - Respondents	Number	Count of patients or family members who responded to the question asking them to rate their satisfaction with the service provided by ATCEMS personnel.	Count_Respondents
Count – Satisfied or Very Satisfied Responses	Number	Count of patients or family members who described themselves as “Satisfied” or “Very Satisfied.”	Count_Satisfied_or_Very_Satisfied

Column Name	Format	Description	API Field Name
Percent – Satisfied or Very Satisfied Responses	Percent	Percent of patients or family members who described themselves as “Satisfied” or “Very Satisfied.”	Percent_Satisfied_or_Very_Satisfied
Target – Percent Satisfied or Very Satisfied Responses	Percent	Performance target for percent of patients or family members who described themselves as “Satisfied” or “Very Satisfied.”	percent_satisfied_or_very_satisfied_target

## Related Open Data Tables

Table Name	Notes
None	

### Licensing

Licensing information is available at <https://www.austintexas.gov/coa-open-data-licensing>

## Edit History

Edited By:	Edit Date	Edit Description
David Andersen	2017-02-06	Initial version of table metadata created